How To
Service Documents from APPI

Document: #HT000151

Document Title: Clear Labels from Printer

Product(s): LabelView

Procedure:

Pressing "Clear Labels" does not clear the labels from the printer.

If "Clear Labels" does not clear the labels, it is most likely because the printer queue in Windows has several labels stacked up that it is sending labels over to the printer constantly.

This can happen in two ways:

1. You're sending over a large number of labels.
2. You're stacking several print jobs up in Windows Printer Queue.

If you are sending many labels to the printer, you might see the printer only holding a few labels that then get printed, one by one. There is limited memory in the printer buffer, and it may not be able to hold every label at once.

The Windows print queue will send as many labels as will fit in the printer buffer, and the rest of the labels waits in the printer queue.

As the printer prints the bags, Windows printer queue will send over another label.

If uninterrupted the numbers will go down to 0, and the Bagger will stop.

If the bagging job is finished before all the labels are printed, and you press "Clear Labels", it will clear the current label, and immediately load the next label. It will seem as the label never cleared.

Problems can arise if you are sending over labels with the wrong printer settings On Zebra printers, every label has the capacity to change the printer's behavior depending on the printer settings contained in the label. Every label will set the printer to the settings contained within.

How To

Service Documents from APPI

It is possible to load a factory label in the middle of a print job to get the printer to work correctly, but once the factory label is cleared, the printer will send a **Ready** signal to the printer queue. The queue will then send a label a label to the printer again, and the printer will have the wrong settings loaded again.

To clear the printer for labels:

1. Turn off Bagger (This will clear any label from the printer).
2. Cancel the print job(s) in the printer queue (This will prevent further labels from being sent).

When you turn on the Bagger again, all labels in the printer buffer have cleared, and windows will not have any labels to send. The Bagger should show **No Labels**.

If you are still getting labels in the printer, then you did not clear all print jobs from the queue, or you did not clear the right queue.

To test this:

1. Disconnect the USB cable from the printer
2. Restart the Bagger

There should now be no labels in the printer. Then reconnect the USB cable. If you are now getting labels, the printer queue is not cleared.

If your printer is networked, make sure no other work stations has anything in their queues for this printer.